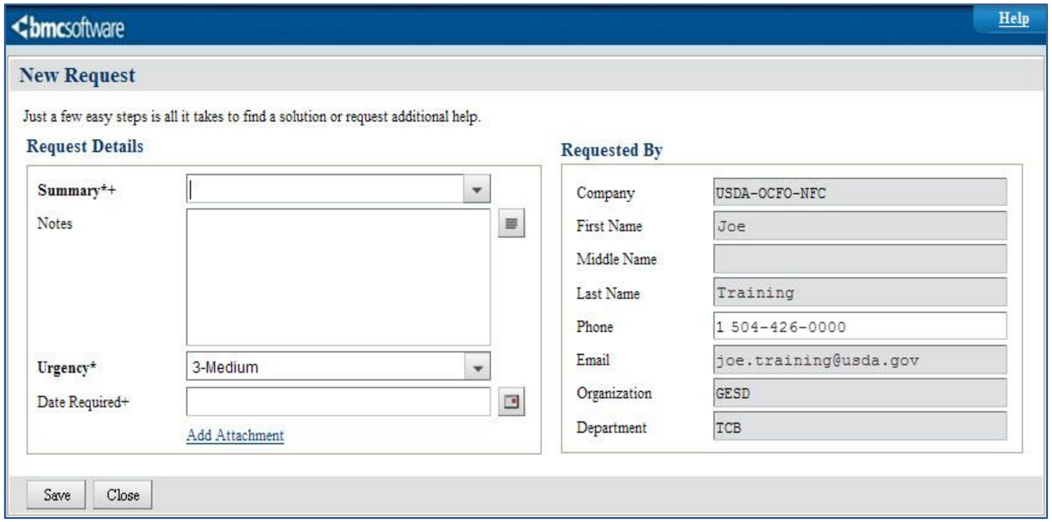
Remedy Requester Console Quick Reference | New Requests

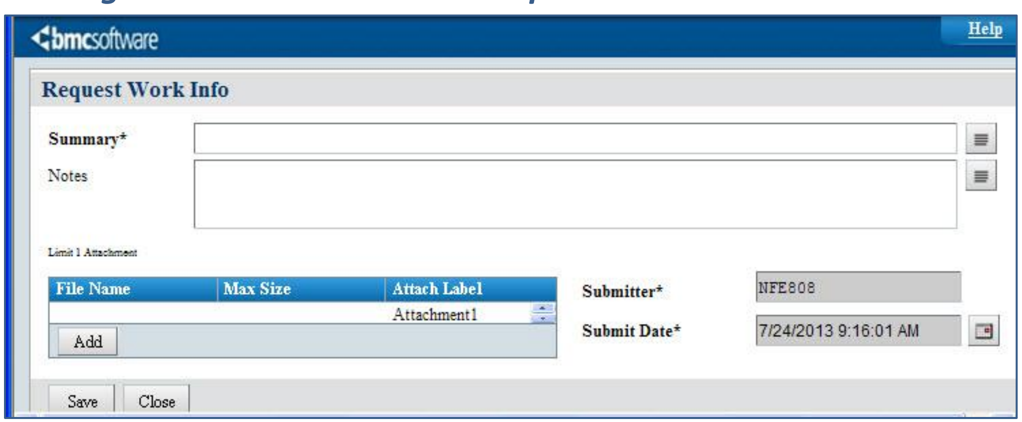
Creating a New Request



1. Click the **Requester Console** link from the Quick Links menu.
2. Click **Create New Request**.
3. Select the type of request from the **Summary***+ list.
4. Enter the details of the request in the **Notes** field.
5. Select the importance of the request from the **Urgency*** list.
6. Enter the date by which resolution is needed in the **Date Required**+ field.
7. Edit the requester’s phone number in the **Phone** field, if applicable.
8. Edit the requester’s email address in the **Email** field, if applicable.
   NOTE*: A group email address can be entered.*
9. Add attachments (refer *to Adding Attachments to a New Request*).
10. Click **Save**.

IMPORTANT: Please ensure that no Personally Identifiable Information (PII) is entered on a request**.**

Adding Attachments to a New Request



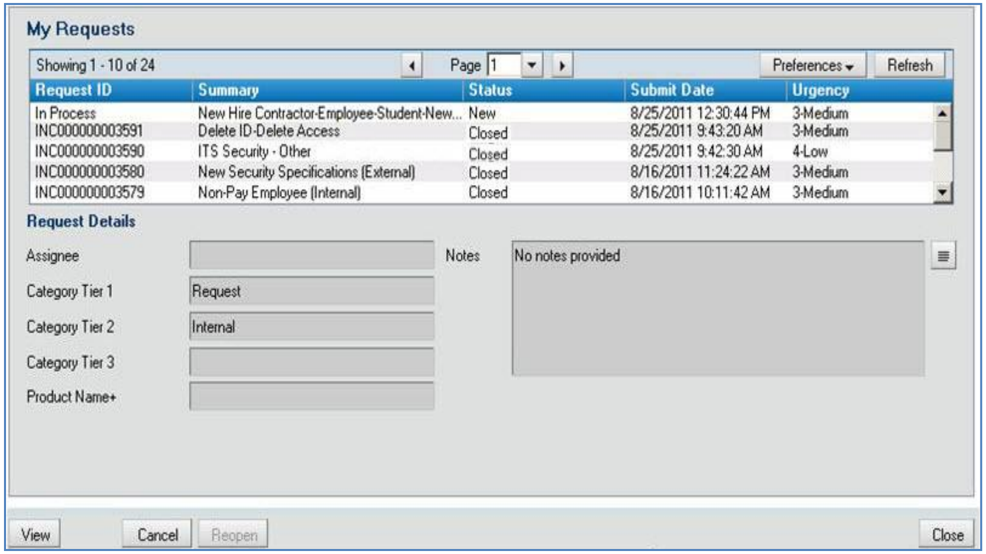
1. Click the **Add Attachment** link from the New Request page
2. Enter a title for the attachment in the **Summary*** field.
3. Enter the details of the attachment in the **Notes** field.
4. Click **Add**.
5. Click **OK** on the Personally Identifiable information (PII) warning message.
6. Click **Browse**, locate the file and click **Open**.
7. Click **OK**.
8. Click **Save**.
9. Complete the request and click **Save**.

IMPORTANT: Ensure that any attachment does not contain PII.

NOTE: *To submit multiple files, create a zip file and attach the zip file.*

Remedy Requester Console Quick Reference | Existing Requests

My Requests



The My Requests page displays an overview of all of the requests the user submitted and the status of those requests.

Column	Description
Request ID	Once processed, displays the Incident Number used to track the issue.
Summary	Brief description entered in the Summary field of the request.
Status	Current status of the request. *Refer to the Request Statuses below*
Submit Date	Date the request was submitted through Remedy.
Urgency	Importance of the request selected from the Urgency field of the request. **IMPORTANT**: If critical, please also call the Contact Center to ensure request is expedited.

Request Statuses

Request Status	Incident Status	Description
New	New	Newly request that has not yet been assigned.
Pending	Pending	Further information required.
Staged	Assigned	Assigned to a group for resolution.
In Progress	In Progress	Assigned to an individual and being worked.
Completed	Resolved	Resolved.
Canceled	Canceled	Canceled by the requester.
Closed	Closed	Closed and no longer active.

Add Attachments to an Existing Request

1. Select the incident from the ***My Requests*** page.
2. Click **View**.
3. Click the **Work Info** tab.
4. Click **Add Work Info**.
5. Click **OK** on the Personally Identifiable Information (PII) warning message.
6. Enter a title for the attachment in the **Summary*** field.
7. Enter the details of the attachment in the **Notes** field.
8. Click **Add**.
9. Click **Browse**, locate the file and click **Open**.
10. Click **OK**.
11. Click **Save**.

IMPORTANT: Ensure that any attachment does not contain PII.

NOTE: *To submit multiple files, create a zip file and attach the zip file.*